

Benefits of ADR

- Clear up misunderstandings
- Less administrative charges
- Retain decision making authority
- Less stress
- Improved working relationships
- Better public relations
- Open-up avenues of communication
- No determination of fault or blame
- No determination of right or wrong
- Solution to conflict not imposed by a third party decision-maker

Cost of Conflict

- Decreased productivity
- Decreased customer satisfaction
- Lost management time
- Distractions from your command's mission
- Legal fees
- Poor morale
- Employee absenteeism
- Poor performance
- Loss of valuable employees
- Rehiring costs
- Retraining costs
- Learning curve for new hire
- Administrative fees
- Negative public perception

"HEAR" Workplace Disputes Program

"HEAR" Workplace Disputes Program offers a dispute resolution approach that provides individuals an avenue to resolve their issues and concerns instead of using lengthy legal or administrative processes. Emphasis is placed on parties working together to obtain a mutually agreeable resolution. An impartial Neutral, such as a Mediator, helps the parties foster open communication, creativity, and cooperation that can lead to early resolution of workplace conflicts.

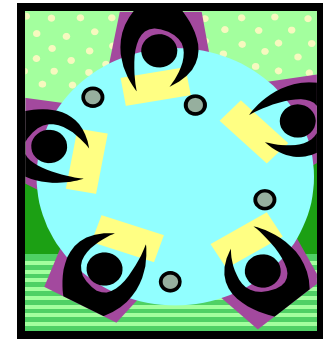
When to Use ADR

- Workplace Disputes (two individuals are not getting along)
- Equal Employment Opportunity (EEO) Complaints
- Administrative Grievances
- Union Issues (IAW Collective Bargaining Agreement)
- Reaching consensus in a working group



ADR Processes

- Mediation
- Facilitation
- Conciliation
- Early Neutral Inquiry
- Settlement Conference



Characteristics of a Neutral

- Impartial
- Listens actively
- Looks for interests not positions
- Does not make decision for the parties
- Helps parties attack the problem
- Helps parties focus on the future
- Helps parties develop options for mutual gain and resolution
- Good communication skills
- Good problem-solving skills
- Creativity

ADR Program Guidelines

- 29 Code of Federal Regulations 1614
- Administrative Dispute Resolution Act of 1996
- SECNAVINST 5800.13 "Alternative Dispute Resolution"
- DoD Directive 5145.5 "Alternative Dispute Resolution"

ADR Procedures

- Prior to ADR session, intake Neutral talks with all participants in-depth.
- All parties are notified in writing of those attending session.
- At the ADR session, the Neutral again goes over the ADR process.
- During joint sessions, parties are asked to explain in their own words what concerns them.
- Options for resolution are discussed.
- Individual caucuses may be held.
- If the parties reach resolution involving an EEO complaint, the party alleging discrimination would withdraw his/her complaint.
- If resolution is not reached, all administrative and civil processes remain available to parties.

The Under Secretary of the Navy Commends ADR Program

The Under Secretary of the Navy has commended "HEAR" Workplace Disputes Program for its contribution to the Navy's Workplace ADR Program, which has been awarded the prestigious 2002 Office of Personnel Management Director's Award for outstanding ADR Programs.



Contact Information

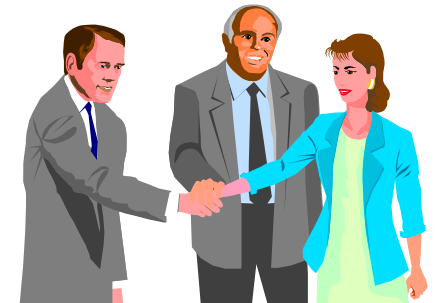
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"HEAR"
WORKPLACE DISPUTES PROGRAM
(Helping Employers/Employees Alternatively Resolve)

ALTERNATIVE DISPUTE RESOLUTION

- CONFIDENTIAL
- FAST
- LESS \$
- VOLUNTARY
- INFORMAL
- COLLABORATIVE
PROBLEM-SOLVING



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